

# Job Profile

**Job Title:** Kew Host

**Locations:** Kew Palace, Royal Kitchens at Kew, Queen Charlotte's Cottage

**Responsible to:** Palace Manager/Deputy

## Job Role:

To welcome, provide the highest level of customer care and educate all visitors, customers and partners, whilst maintaining the security of the Palace, Kitchens and Queen Charlottes Cottage(HRP Kew).

**Principle Customers:** Visitors and customers/HRP and RBGK volunteers and staff

## Key Areas of Responsibility:

- Provide an exceptional level of customer care and service in line with HRP strategy and Cause
- Possess a full understanding of relevant security, health and safety procedure including evacuation and location of emergency equipment, putting this knowledge into practice when on duty at HRP Kew, ensuring safety of visitors and staff and the security of building and collections.
- Possess detailed knowledge of HRP Kew, current and future displays, The Hanoverians', principle 18<sup>th</sup> century characters and events, other HRP sites, Royal Botanic Gardens Kew and other attractions in the local area.
- Actively promote, donations, Guide book sales, HRP Kew public programme, HRP sites and membership scheme
- Undertake some conservation cleaning under the guidance of the Palace Manager /deputy and the Conservation and Collections Care department
- Seek out and welcome customer comments.
- Develop and maintain awareness of all operational procedures and ensure adherence to these procedures.
- Remain on designated posts and ensure these areas are fully operational, assist in controlling visitor access to and from HRP Kew sites
- Wear and maintain costume provided to immaculate standard
- Adhere to the shift pattern provided in the seasonal rota
- Conduct tours of HRP Kew sites for a diverse range of customers
- Form part of the functions and events team for HRP Kew

## Qualities and Behaviours

In addition to your main areas of responsibility, we have identified the core qualities and behaviours required for successful delivery of our Cause and Strategy. They are summarised below and are available in HRP's Performance Framework. Your role is primarily at level 1 of the Performance Framework.

- Ensure every customer (internal and external) feels delighted with their contact with HRP and the quality of personal service/experience they receive. **(Delighting the Customer)**
- Manage yourself and others effectively through planning, organizing and anticipating problems ahead. **(Planning for Success)**
- Deliver work on time and to the high standards required, by taking ownership for outcomes, demonstrating pride in their achievement. **(Owning the Issue, getting it Done)**
- Explore and try fresh, novel ways of doing things that are in keeping with HRP's Cause and add real value to the Organisation **(Having the Courage to Try New Things)**
- Continually develop expertise in key areas of your role, to ensure delivery of high quality work. **(Developing our Expertise)**
- Develop and maintain an in-depth understanding of the organisation, so that all your actions help achieve the best outcomes for HRP. **(Knowing the Organisation)**
- Work collaboratively with colleagues across functional and geographical boundaries to ensure the success of HRP. **(One Team-One HRP)**
- Support and guide your colleagues so they feel valued and inspired to succeed in their work. **(Supporting Others to Succeed)**

In addition to Areas of Responsibility and Core Qualities, you are required to read, understand and comply with the rules and standards in HRP's Code of Conduct. This includes health and safety and can be found in the Staff Handbook.